

The Applicant User Guide

Enter

Helpdesk Telephone: 0845 251 5000
Opening Times: 8.30am to 5.30pm Monday to Friday

Email: onlinedisclosures@gbgplc.com



Contents

**This interactive guide will take you through the
OnlineDisclosures Application Form
Step-by-Step.**

**To see instructions on a particular setting, click the relevant
button below or simply scroll through the user guide.**

**Registration
Process**

**Completing an
Application**

**Identity
Document
Verification**

**Making a
Payment**

**Amending
your
Application**



Registering on OnlineDisclosures

To be able to Sign In and complete the disclosure application, you must Register first.

There are **two** ways in which you register on OnlineDisclosures.

How you register is decided by the organisation you are completing the disclosure check for.

Please select how you need to Register

My Organisation has Registered Me
(I have been sent an activation email)

I need to Self-register
(I have been supplied with an Org Pin & Secret Word)

If you are unsure of how you need to register, please contact the Organisation you are completing the disclosure check for.

Self-Registration (Step 1 of 2)

The first time you use OnlineDisclosures you need to **Register**.

1. Click **Register** on the right hand side of the screen.
2. Enter your Org Pin: This is a unique number supplied by your organisation.
3. Enter your full name.
4. Enter your email address and confirm it by entering it again.
5. Click **Next Step**

Please Note: If you do **not** know the Org Pin, please contact the organisation requesting you complete an Online Disclosures check.

The screenshot shows the 'Register - Step 1 of 2' form. It includes the OnlineDisclosures logo at the top. Below the logo, the text reads: 'You can self register to access our online application service if you have been provided with a PIN and secret word by your organisation.' The form contains four input fields: 'Org pin' (with a placeholder 'Supplied by your organisation' and a link 'Don't have this?'), 'Your full name', 'Email address' (with the placeholder 'john.doe@email.com'), and 'Confirm email address'. At the bottom of the form, there is a large blue button labeled 'Next step' and a link labeled 'Cancel registration'.

Next

Back to Contents

Self-Registration (Step 2 of 2)

1. Depending on the organisation you will need to either;
 - a. Click the box to confirm that the organisation name provided is the organisation you are completing the check for.

OR

- b. Enter the Organisation's Name as requested

2. **Create** a memorable password

3. **Confirm** the password by entering it again

4. Click '**Complete Registration**'

You will be taken to the **Step 1** of the application form.

Note: The password must be at least 8 characters in length, be a combination of UPPER CASE and lower case and numbers (0-9). You can add special characters (@!%\$£) to increase your password security strength.

The screenshot shows the 'Register - Step 2 of 2' form. At the top is the OnlineDisclosures logo with the tagline 'Formerly TMG CRB a GBGroup solution'. Below the logo is the title 'Register - Step 2 of 2'. There is a checkbox with the text 'I confirm **Demonstration Organisation** is my organisation'. Below this is a section titled 'Create password' with instructions: 'Please choose a password at least eight characters in length using a combination of UPPER CASE, lower case and numbers (0-9). Add special characters (@!%\$£) to increase your password security strength.' There are two empty text input fields for the password and its confirmation. At the bottom, there is a large blue button labeled 'Complete registration' and a smaller blue link labeled 'Cancel registration'.

▶ Next

▶ Back to Contents

Registering with an Activation Email

Once you have been added to OnlineDisclosures you will receive an Activation Email, this will contain;

The Organisation PIN

This is specific to your organisation

Confirmation of Email Address

This email address should be used as your username

Link to Registration Page

The link required to activate your account

1. Click the link within the email
2. Create a memorable password
3. Confirm the password by entering it again
4. Click **'Save Password'**

Note: The password must be at least 8 characters in length, be a combination of UPPER CASE and lower case and numbers (0-9). You can add special characters (@!%\$£) to increase your password security strength.

This is an automatically generated message. DO NOT REPLY TO THIS EMAIL.

Dear John,

You have been registered as a Disclosure Manager for Test Organisation. An account has now been created for you with Online Disclosures.

Your login details are:

Organisation PIN: 123456

Email address: demoapplicant@demo.com

In order to activate your account, you will need to create a password.

Please follow the link below to activate your account:

<http://onlinedisclosures.co.uk/ActivateAccount.aspx?OrgKey=QrHltrq>

For full guidance on the role of Disclosure Manager please visit the Online Disclosures website at: <https://gbg.onlinedisclosures.co.uk>

contact our helpdesk using the details

Create Password

Please enter a new password which will be associated with your new account.

Password

Verify Password

Save password

Next

Back to Contents

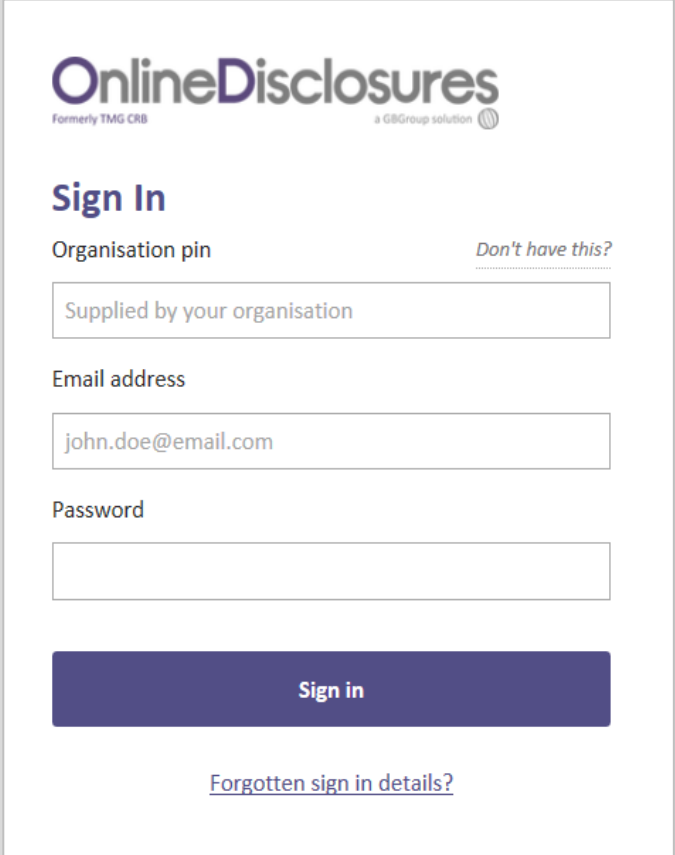
How do I Sign In?

If you need to access OnlineDisclosures and you have already registered, simply Sign In

1. Enter the Organisations PIN
2. Enter the email address used during registration
3. Enter the memorable password you created for yourself.
4. Click Sign In

Note: The password is case sensitive and must be entered exactly as you created it.

If you have forgotten your sign in details, click [Forgotten sign in details?](#)



The screenshot shows the 'Sign In' page of the OnlineDisclosures portal. At the top, the logo 'OnlineDisclosures' is displayed with the subtext 'Formerly TMG CRB' and 'a GBGroup solution'. Below the logo, the heading 'Sign In' is centered. The form contains three input fields: 'Organisation pin' with a placeholder 'Supplied by your organisation' and a link 'Don't have this?'; 'Email address' with the placeholder 'john.doe@email.com'; and 'Password'. A large blue 'Sign in' button is positioned below the password field. At the bottom of the form, there is a link 'Forgotten sign in details?'.

▶ Next

▶ Back to Contents

Before you begin the application...

If you have any of the documents listed
it is mandatory that you supply the information.

To make completing the application easier and faster for yourself,
make sure therefore that you them readily available.

Before you Begin

This application process should only take around 4-5 minutes to complete. You can save
your progress and return at any time to complete the application.

What you will need

If you have any of the following then you will be asked to provide details:

- National Insurance number
- Valid UK Driving licence
- Valid passport
- Valid national ID card

Begin application

Statement of Fair Processing

Please confirm below that you agree to the following statement

The DBS was established in December 2012 and merges the functions previously carried out by the Criminal Records Bureau (CRB) and Independent Safeguarding Authority (ISA).

Applications for Basic criminal record checks are processed by Disclosure Scotland.

In this fair processing statement, "we", "us" and "our" refers to the organisation requesting a criminal record Disclosure.

By accessing the Website and providing us with your personal details, you agree to accept and be bound by our privacy policy, the key terms of which are non-exhaustively summarised in this fair processing statement.

All information is stored in a secure environment, compliant with ISO27001. All information for a Disclosure is encrypted and submitted to and from DBS via secure government pathway.

Data can only be amended by the applicant using the email address and password supplied at registration. Therefore, it is important that you keep this information in a secure place.

All organisations requesting criminal record Disclosures are required to:

- Abide by the DBS/DS Code of Practice
- Abide by the Data Protection Act 1998
- Have a policy for the recruitment of ex-offenders and a policy for secure storage, handling, use, retention and disposal of Disclosure Certificates and Disclosure Information

All information requested is used solely for the purpose of producing a Criminal Record Disclosure and is collected, stored and processed by us and the DBS or Disclosure Scotland in accordance with the Data Protection Act 1998. We will treat your personal information as confidential and we will not disclose it to any third party except: (i) with your prior agreement; (ii) as necessary for providing our Criminal Record online service to you; or (iii) as required by law.

Applicants using this service for the purpose of obtaining a Basic Disclosure from Disclosure Scotland consent to:

- Their Disclosure Certificate dispatched to the Registered/Responsible Body instead of their home address.
- The exchange of electronic data between Disclosure Scotland and Registered/Responsible Body which may indicate the presence, or otherwise, of information on central records.

☐ I have read and accept the above terms

Proceed with application

Read the **Statement of Fair Processing** and click
Accept at the bottom of the page.

Next

Back to Contents

Step 1: How do I complete About You: Name & Gender?

You must specify your gender and supply us with your full name details.

Important: Shortened names, 'nicknames' and initials should not be used unless these are stated on your Identity Documents (ID).

If you have any middle names you must provide this information.

To the question 'Do you have a middle name?' answer **Yes** and enter one middle name per box.

A confidential checking process exists for transgender applicants who do not wish to reveal details of their previous identity to the person who asked them to complete an application for a disclosure.

The screenshot shows the 'About You' step of the OnlineDisclosures application process. At the top, a progress bar indicates five steps: 1. About You (highlighted), 2. Contact Details, 3. Verification Documents, 4. Summary, and 5. Confirmation. Below the progress bar, a note states: 'Please note - we require all questions to be answered unless labelled as (Optional)'. The main form area is titled 'Your Name & Gender' and includes the instruction: 'Please provide your full name and any names you have been known by in the past.' The form contains the following fields and options:

- Gender:** Radio buttons for Male (selected) and Female. A note below states: 'A confidential checking process exists for transgender applicants who do not wish to reveal details of their previous identity to the person who asked them to complete an application for a disclosure.'
- Title:** A dropdown menu with 'Select' and a checkmark icon.
- Forename:** A text input field with the example 'eg. John'.
- Surname:** A text input field with the example 'eg. Smith'.
- Do you have a middle name?:** Radio buttons for Yes (selected) and No.
- Please enter your middle names:** A note stating 'Enter each middle name you have in a separate text box. A maximum of 3 middle names should be supplied' followed by three empty text input boxes.
- Have you been known by any other names?:** A note stating 'This could be a change of first or last name' followed by radio buttons for Yes and No (selected).

Next

Back to Contents

Step 1: Adding Previous Names

If you have been known by any other names, you must supply the previous name and the dates you used this from and until. To do this...

1. Select **Yes**
2. Enter your previous name.
3. Select the name type i.e. **forename** or **surname** from the drop down list
4. Enter the year that you used this name **from** and **until**
5. Click **Add Name**

Repeat this process until all previous names have been entered

To remove a name, click **Remove**

The screenshot shows the 'About You' step of the OnlineDisclosures process. At the top, a progress bar indicates five steps: 1. About You (highlighted), 2. Contact Details, 3. Verification Documents, 4. Summary, and 5. Confirmation. Below the progress bar, a yellow banner states: 'Please note - we require all questions to be answered unless labelled as (Optional)'. The main question is 'Have you been known by any other names?' with a subtext 'This could be a change of first or last name'. There are two radio buttons: 'Yes' (selected) and 'No'. Below this, a blue link says 'Please add any names you have previously been known as below'. A note follows: 'If adding previous forename(s), all names must be included e.g. if name changed from John David Smith to Mark David Smith, you must add John David as a previous forename. If you need to amend a previous name please press remove and re-add it.' Below the note is a table with four columns: 'Previous name', 'Name type', 'Used from', and 'Used until'. Each column has a text input field or a dropdown menu. To the right of the table is a blue button labeled 'Add Name'.

Note: If adding previous forename(s), all forenames must be included e.g. if name changed from **John David Smith** to **Mark David Smith**, you must add **John David** as a previous forename.

Step 1: Completing my Birth Details

Depending on the level of check you are completing the disclosure application form for, some details in this section are optional.

All optional questions are marked as such.

1. Enter your date of birth (DD/MM/YYYY)
2. The name of the **town** you were born in i.e. Nottingham
3. From the drop down list, select the **country** you were **born** in (Optional)
4. Enter you Nationality at Birth (Optional)
5. Enter your Mother's maiden name.

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1 2 3 4 5
About You Contact Details Verification Documents Summary Confirmation

Please note - we require all questions to be answered unless labelled as (Optional).

Birth Details

Please provide details about your place of birth.

Date of birth
01 - 01 - 1979 e.g. 31 - 12 - 1960

Town you were born in
This can be found on your birth certificate or passport.
Nottingham

County you were born in (Optional)
Your county at birth as it appears on your birth certificate.

Country you were born in
United Kingdom

Birth nationality (Optional)

Mothers maiden name (Optional)
A maiden name is a woman's surname or family name before she is married. Forenames should not be included.

Next

Back to Contents

Step 1: My Identification Documents (ID)

If you have any of the ID documents listed in this section you must supply this information.

1. Click the box next to any current and valid ID that you have.

Fields will appear underneath each document selected

2. Enter all the required information for the ID you have selected.

If you do not have any of the documents click the box to state this.

3. Click **Proceed to Step 2**

Note: Do **not** click the box alongside the document if you **do not** have it.

OnlineDisclosures
Formerly TMG CRB
a GBGroup solution

1 About You 2 Contact Details 3 Verification Documents 4 Summary 5 Confirmation

Please note - we require all questions to be answered unless labelled as (Optional).

Identification

Please select the items of identification that you own.

Do you have any of the following forms of ID?

☐ National Insurance number
You can find your NI number on your payslip, P45 or P60 or correspondence from HM Revenue & Customs. Letters must be typed in CAPITALS with no spaces.

☐ Valid driving licence
Please provide your driving licence number. Format ROBIN757025CJ99901

☒ Valid passport

1234567890

Passport country of issue

United Kingdom

☐ Valid national ID card

☐ I do not have any of the above forms of ID

Proceed to step 2

Next

Back to Contents

Step 2: Complete the Contact & Address Details

Contact Details

You are **not** required to supply us with any contact telephone numbers. Doing so however, will make it easier for us to contact you, should we need to.

Address Details

For your application to be processed, a full 5 year address history must be provided.

Lived Abroad or been travelling in the last 5 years?

If you have lived abroad or been travelling and visited more than one country, the details for each country you visited must be entered.

It is possible for the dates you visited/lived in each country to overlap.

Lived Away at University?

If you are currently living away from home, but your ID relates to your home address, enter your home address as your current address.

It is possible for the dates you have lived at these addresses to overlap.

Note: The ID documents you provide as proof of address for verification must match the current address details supplied in this section. If they do not support the current address details your application will not be verified.

▶ Next

▶ Back to Contents

Step 2: Entering Address Details

Automatic Look Up

1. Enter your Postcode and click '**Find**'
2. Select your house number/name
3. Enter the **month** and **year** that you moved in
4. Click '**Confirm**'

Manual Entry

1. Click '**Enter address manually**'
2. Enter your **postcode** and **full address** details
3. Enter the **month** and **year** that you moved in
4. Click '**Confirm**'

Adding Address Previous Addresses

1. Click **Add Another Address**
2. Follow the steps for automatic look up or enter the address manually
3. Enter the **Month** and **Year** you moved into this address and the **Month** and **Year** you moved out
4. Click '**Confirm**'. The address bar will be fully green when sufficient address history has been entered.
5. Click '**Proceed to Step 3**'

The screenshot displays the 'Address History Timeline' interface. It features a progress bar at the top indicating the timeline from '5 years ago' to 'Today'. Below this, a message states: 'We require a minimum of 5 years address history, please enter another previous address'. The 'Current Address' section shows 'GB Group Plc, 1, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB' with a duration of 'January 2011 – Present (3 years 6 months)' and a 'Change current address' link. A modal window is open, asking 'When did you move into this address?' and 'When did you leave this address?', each with 'Month...' and 'Year...' dropdown menus. The modal also includes 'Confirm' and 'Cancel' buttons. Below the modal, a message reads: 'We require a minimum of 5 years address history. Please enter another address'. The 'Previous Address' section shows 'GB Group Plc, 1, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB' with a duration of 'February 2007 – January 2012 (5 years)' and links for 'Change dates' and 'Remove address'. At the bottom, there are 'Proceed to step 3' and 'Back to step 1' buttons.

Step 2: Entering Overseas Address Details

If you have lived abroad or were travelling and visited more than one country, the details for each country must be entered.

1. Select 'Enter Address Manually'
2. Tick the box next to: 'I was travelling abroad and had no fixed abode'
3. Select the **country** from the drop down list
4. Enter the **month** and **year** that you **entered** and **left** that country
5. Click 'Confirm'

Repeat this process until all overseas addresses have been entered. It is possible for the address details to overlap.

When sufficient address details have been entered the address bar will go green.

6. Click **Proceed to Step 3**

Address History Timeline

The chart below shows the last 5 years address history, it will update as you enter your addresses below.

5 years ago Today

Postcode

[Enter address manually](#)

☒ I was travelling abroad and had no fixed abode

Country

Choose country...

When did you enter this country?

Month...

Year...

When did you leave this country?

Month...

Year...

[Confirm](#)

[Cancel](#)

We require a minimum of 5 years address history
Please enter another address

Address History Timeline

The chart below shows the last 5 years address history, it will update as you enter your addresses below.

5 years ago Today

Current Address

GB Group Plc, 1, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB

January 2009 – Present (5 years 6 months)

[Change current address](#)

[Next](#)

[Back to Contents](#)

Step 2: Entering an Overlapping University Address History

If you have been to University and lived away from home during this time, you must supply the details of all your university addresses.

The ID you provide for verification must match the current address details supplied.

If your ID relates to your home address, but you are currently living away from home, enter your home address as your current address.

Enter your addresses whilst at University by clicking '**Add Another Address**'

It is possible for the dates you have lived at these address to overlap.

An example student, currently living away at University, who has lived in two previous addresses during term time, but whose ID is in their home address is shown.

Address History Timeline

The chart below shows the last 5 years address history, it will update as you enter your addresses below.

5 years agoToday

Current Address

GB Group Plc, 1, NOTTINGHAM, Nottinghamshire, NG11 7EP, GB

January 2007 – Present (7 years 6 months) [Change current address](#)

Previous Addresses

Pretend Uni Address, Nottingham, ng11 7pe, GB

September 2011 – July 2012 (11 months) [Change dates](#) [Remove address](#)

Pretend Uni Address 2, Nottingham, NG11 7fe, GB

September 2010 – August 2011 (1 year) [Change dates](#) [Remove address](#)

Address history complete

You can now proceed to step 3 below

OR [Add another address](#)

[Proceed to step 3](#) [Back to step 1](#)

Next

Back to Contents

Step 3: How will my Identity Documents (ID) be Verified?

As part of the disclosure application you are required to provide ID for verification. This is to ensure that you are who you say you are.

Depending on your organisation, there are 2 ways that your ID will be verified.

ID is Verified at the Post Office

You are responsible for selecting and entering the information required for each piece of ID to be used for verification.

After you have completed the application, you must print out the ID Verification Form and take this to a Post Office along with the ID you selected.

ID is Verified by the Organisation

Your organisation is responsible for verifying your ID documents.

You may have already provided this information to them or be expected to arrange for these to be checked.

Note: If you do not know how your ID will be verified, please contact your organisation directly.

ID Verified by
Organisation

ID Verified at the
Post Office

▶ [Back to Contents](#)

Step 3: Selecting ID for Post Office Verification

The **default** method of verification for your organisation is listed. **Do not** change the verification method without contacting your organisation first.

1. Select your position from the drop down list.
2. Click **Select verification documents**.

If there is **no** position that describes your role, or you are unsure which role to select, please contact your organisation directly.

The screenshot shows the OnlineDisclosures website interface. At the top, there is a progress bar with five steps: 1. About You, 2. Contact Details, 3. Verification Documents (current step), 4. Summary, and 5. Confirmation. Below the progress bar, the 'Verification Method' section is displayed. It shows 'Verification method: Post Office' with a link to 'Change method'. Below this, it asks 'What is your position within the organisation'. A dropdown menu is open, showing 'Childcare Assistant' as the selected option. Below the dropdown, there is a note: 'If there is no position present that describes your role, please contact the organisation that has asked you to complete this process'. At the bottom of the form, there is a button labeled 'Select verification documents'.

Next

Back to Contents

Step 2: Selecting ID for Post Office Verification (Group 1)

1. Select the ID that you wish to use for verification from Group 1.

2. Enter the details requested.

It is **important** to enter the **exact information** for each document.

If the details entered **do not** match the ID shown at the Post Office, the Post Office will be unable to process the application for you.

3. Repeat for all ID document you wish to provide from this group.

4. If **no** green bar appears, click '**View Group 2 Documents**'.

Note: If you **do not** have a Group 1 document then you **must** supply a Birth Certificate (Issued 12 months after date of birth) from Group 2a, along with **4** other documents from Group 2a/b.

The screenshot displays the GBGroup online disclosure system interface. On the left, a form titled 'Current valid passport' is shown, with fields for 'Date of Issue', 'Passport Number', 'Date of Birth', and 'Nationality'. A 'Remove' button is visible. On the right, a progress bar indicates the current step is 'Verification Documents' (step 3). Below the progress bar, a list of documents is shown with 'Select' buttons: 'Current valid passport', 'Full or provisional photo card driving licence', 'Birth certificate (UK or Channel Islands)', and 'Biometric residence permit (UK)'. At the bottom, a red box highlights the 'View group 2 documents' button, with 'Proceed to step 4' and 'Back to step 2' buttons also visible.

Step 3: Selecting ID for Post Office Verification (Group 2a/b)

1. Select the ID from Group 2a/2b you want to use for your ID verification

2. Enter the details requested

It is **important** to enter the **exact information** for each document. If the details entered **do not** match the ID shown at the Post Office, the Post Office will be unable to process the application for you.

A **green** bar will appear at the top of the page when sufficient ID has been selected.

3. Tick all **3** boxes to confirm that you have selected sufficient ID for verification.

4. Click **Proceed to Step 4**

✓ You have selected enough items of documentation, proceed to step 4 below. [Jump to bottom of the page](#)

Group 2a Documents

- ☐ Birth Certificate (UK or Channel Islands)
Issued 12 months after date of birth
- ☐ Driving Licence (UK non-photo, old style driving licence)
- ☐ Marriage/Civil Partnership Certificate
(UK, Channel Isles or Isle of Man) accompanied by associated counterpart licence
- ☐ Current Non-UK Photo Driving Licence
Valid only for applicants residing outside the UK at the time of application
- ☐ Adoption Certificate (UK)
- ☐ HM Forces ID Card (UK)
- ☐ Firearms Licence (UK)

Group 2b Documents

Issued within the last 3 months

☒ Bank/Building Society Statement (UK or EEA)
Date of Issue
 e.g. 31/01/1980

☒ Credit Card Statement (UK or EEA)
Date of Issue
 e.g. 31/01/1980

☐ Utility Bill (UK)
Electricity, gas, water, telephone. Not mobile phone bill

☐ Benefit Statement e.g. child allowance, pension

☐ Document from Government Agency/Local Authority giving entitlement (UK and Channel Islands)
Living entitlement (UK and Channel Islands) eg from Dpt of Work and Pensions,

Please confirm the following

- ☐ At least one of the documents selected contains a current address
- ☐ At least one of the documents selected contains a date of birth
- ☐ Documentary evidence was provided for all name changes where available

Proceed to step 4

Step 2

Next

Back to Contents

Step 4: Completing the Summary

Application Overview

1. If you have a **personal reference number**, enter it. This might be Payroll reference, an employer or licence registration number, an FA number.

This field is **optional**. If you are unsure what to put, leave it blank.

2. Tick the box if you would like to be updated via email of the progress of your application.

Declaration

1. Answer the declaration question by selecting **Yes** or **No**

2. Tick the box to confirm that you have read and agree to the terms stated.

3. Click **Confirm & Submit Application**.

For full guidance on what convictions, reprimands or final warnings are considered 'Not' protected click the button below.

The screenshot shows the 'OnlineDisclosures' application form at Step 4: Completing the Summary. The progress bar at the top indicates the following steps: 1. About You (checked), 2. Contact Details (checked), 3. Verification Documents (checked), 4. Summary (current step, highlighted with a blue circle), and 5. Confirmation (disabled). The 'Application Overview' section contains a text input field for 'Reference provided by your organisation' (highlighted with a red box), a smaller input field below it, and a checkbox for 'I would like to be updated on my application progress via email updates (Optional)'. The 'Declaration' section asks 'Do you have any convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2014)?' with radio buttons for 'Yes' and 'No'. Below this, it says 'Please read & confirm the following' and provides a statement: 'By ticking the application declaration box I confirm that the information that I have provided in support of this application is complete and true and understand that knowingly to make a false statement for this purpose may be a criminal offence.' There is a checkbox for 'I confirm I have read and agree to the above terms'. At the bottom, there is a large blue button labeled 'Confirm & submit application' with a small link 'to step 3' next to it.

▶ Next

▶ Back to Contents

Step 5: Confirmation: Post Office Verification

You have now completed the Application. You must now have your ID documents verified at the Post Office in order for your application to continue being processed.

1. In order to have your ID verified, you must print out the ID verification form and take this to the Post Office, along with the ID listed.

2. To Print the ID Verification Form, Click **Print Document Selection**

The ID Verification form will open in a PDF file. You can either print it directly from the PDF or save the document to your desktop.

3. Click **Sign Out**

Payment: Any payments required should be made at the Post Office once they have verified your ID.

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Formerly TMG CRB

Progress bar: 1. About You, 2. Contact Details, 3. Verification Documents, 4. Summary, 5. Confirmation

Your application has been submitted for verification

You have selected the following identity documents

- Passport
- Bank or Building Society Statement
- Utility Bill

What happens next?

Please complete the following steps:

Print your ID VERIFICATION SERVICE form following the instructions below. Please ensure the form is

- Printed in Black and White
- Printed to full scale
- Printed on A4 white paper

Take original ID (photocopies and internet downloads not acceptable) together with a print out of the ID VERIFICATION SERVICE form to a participating Post Office® branch before 17/07/2014. After this date you will need to resubmit a new application.

Payment requirements are specified on your ID VERIFICATION SERVICE form.

Please be aware this service is not available at all Post Office® branches. A list of participating Post Office® branches can be found at postofficelocations.tmgcrb.co.uk/

Buttons: Print document selection, Sign out

To locate the nearest Post Office to you that does this, go to
<http://www.postoffice.co.uk/branch-finder>
Enter a postcode and select 'CRB & ID Verification Service'

Step 3: Selecting ID for Organisation Verification

1. Click **Select verification documents**.
2. Select the ID from Group 1 that you wish to use for verification.

When sufficient ID has been selected a **green bar** will appear at the top of the application.

3. If **no** green bar appears click **View Group 2 Documents**.

4. Select the ID from Group 2a/2b that you wish to use.

A green bar will appear at the top once sufficient ID had been selected.

5. Tick all **3** boxes to confirm that you have selected sufficient ID for verification

6. Click **Proceed to Step 4**

Which of the Following Group 1 Documents Have Been Supplied?

Current valid passport

Remove

Full or provisional photo card driving licence
(UK, Channel Isles or Isle of Man) accompanied by associated counterpart licence

Select

Birth certificate (UK or Channel Islands)
Issued within 12 months of date of birth (including those issued by UK authorities overseas, such as Embassies, High Commissions and HM Forces)

Select

Biometric residence permit (UK)

Select

Proceed to Group 2 Document Selection

You have selected 1 group 1 documents and will need to supply 2 further items of documentation from group 2

[View group 2 documents](#)

You have selected enough items of documentation, proceed to step 1 below. [Jump to bottom of the page](#)

Group 2a Documents

- ☐ Birth Certificate (UK or Channel Islands)
Issued 12 months after date of birth
- ☐ Driving Licence (UK non-photo, old style driving licence)
- ☐ Marriage/Civil Partnership Certificate
(UK, Channel Isles or Isle of Man) accompanied by associated counterpart licence
- ☐ Current Non-UK Photo Driving Licence
Valid only for applicants residing outside the UK at the time of application
- ☐ Adoption Certificate (UK)
- ☐ HM Forces ID Card (UK)
- ☐ Firearms Licence (UK)

Group 2b Documents

Issued within the last 3 months

- ☒ Bank/Building Society Statement (UK or EEA)
- ☒ Credit Card Statement (UK or EEA)
- ☐ Utility Bill (UK)
Electricity, gas, water, telephone, land mobile phone bill
- ☐ Benefit Statement e.g. child allowance, pension
- ☐ Document from Government Agency/Local Authority giving entitlement (UK and Channel Islands)
Document from Government Agency/Local Authority giving entitlement (UK and Channel Islands) eg from Dept of Work and Pensions, Customs & Revenue, Job Centre

Issued within the last 12 months

- ☐ Mortgage Statement (UK or EEA)
- ☐ Financial Statement
e.g. pension, endowment, ISA
- ☐ P45/P60 Statement (UK)
- ☐ Council Tax Statement (UK)
- ☐ Work Permit/Visa (UK)

Issued at any time

- ☐ EU National Identity Card
- ☐ Bank/Building Society Opening Confirmation Letter (UK or EEA)
- ☐ Letter of sponsorship from future employer provider (Non-UK/Non-EEA only)
For applicants residing outside the UK at the time of application
- ☐ Letter from Head Teacher or College Principal (16/17 year olds in full time education at time of application)

[Proceed to step 1](#)

Please confirm the following

- ☐ At least one of the documents selected contains a current address
- ☐ At least one of the documents selected contains a date of birth
- ☐ Documentary evidence was provided for all name changes where

[Proceed to step 4](#) [Back to step 2](#)

[Next](#)

[Back to Contents](#)

Step 4: Confirmation: Organisation Verification

You have now completed the application. Your ID documents must be verified in order for your application to continue being processed.

The ID you selected in Step 3 for verification will be listed.

If you have already supplied your ID to the organisation, e.g. during interview, then you are **not** required to do so again as these will be used for verification.

If you have **not** supplied your ID then please contact your organisation directly.

The contact details of nominated verifiers are listed.

Payment: If you are responsible for paying for your application, you will be prompted to do so after your ID has been verified.

OnlineDisclosures
Formerly TMG CRB

✓

About You

✓

Contact Details

✓

Verification Documents

✓

Summary

5

Confirmation

Your application has been submitted for verification

What you need to bring

If you are required to pay for your application, please take your credit/debit card to your verification meeting. You will also be required to enter your password when starting the verification process.

You selected to bring the following proof of identity documents:

- Passport
- Bank or Building Society Statement
- Credit Card Statement

You can print out confirmation of the documentation you have chosen, this print out is optional and also provides a complete list of acceptable documents should you wish to have alternative documents verified.

What happens next?

Please make an appointment to meet with a verifier from the list below.

Demo
disclosure.manager@outlook.com

Demo Verifier
testverifier@outlook.com

Print document selection

Sign out

Next

Back to Contents

Making a Payment Online

If you are required to pay for the application yourself after the organisation has verified your ID documents you will receive an email notification.

1. If payment is required before you submit the application, click **Pay Now**
2. Sign In to OnlineDisclosures and click **Pay Now**.
3. Check the billing name and address details are that of the payee.

If different to the payees billing details, click **Edit** and enter the correct information. To change the billing details back, click **Revert**.

4. Click **Proceed to Payment**

Thank You
The application requires payment before submission
Payment for the current application is required before it can be processed

Pay Now
Pay now

Application Payment
Your billing details **Edit details**

First name:	Demo
Last name:	Applicant
Address line 1:	Demonstration Lane
Address line 2:	
Town/City:	Pretend
County:	
Postcode:	NG11 7EP
Country:	GB
Email address:	Demo.Applicant@Demo.com

Payment
The fee for this application is £62.60.
On proceeding to payment below, you will be directed to PayPal to complete your payment securely. **PayPal**
Please note you can pay by a PayPal account or a debit/credit card.
Proceed to payment

Next

Back to Contents

How do I make a payment with a PayPal account?

It is possible to make a payment with or without a PayPal Account.

Paying by PayPal

1. Check the email is the one you use for your PayPal account.
2. Enter your PayPal account Password and click 'Log In'
3. Follow the instructions provided by PayPal.

If you **cannot** remember your PayPal account details, click' **Forgotten your email address or Password?**' and follow the instructions.

Paying Without PayPal

1. If you **do not** have a PayPal account, click 'Pay with a Credit/Debit card'.

Choose a way to pay

▼ Pay with my PayPal account PayPal

Log in to your account to complete the purchase

Email
testverifier@outlook.com

PayPal password
|

☐ This is a private computer. [What's this?](#)

[Log In](#)

[Forgotten your email address or password?](#)

► Pay with a debit or credit card

(Optional) Sign up to PayPal to make your next checkout faster

Paying Without a
PayPal Account

► Back to Contents

Payment: Paying Without a PayPal Account

1. Click '**Pay with debit or credit card**'
2. Select the type of card being used from the drop down list
3. Enter the **card details** requested
4. Check the **billing information**
(If the **billing information** is **incorrect** , click **change** and make any necessary changes)
5. Enter a contact telephone number
6. Click **Continue**
7. Double Check the **billing information**
(If the **billing information** is **incorrect** , click **change** and make any necessary changes)
8. Click **Confirm Payment**. Once the payment has gone through, a green box will appear.

The sequence of screenshots illustrates the PayPal checkout process:

- Step 1:** The 'Choose a way to pay' screen. The 'Pay with my PayPal account' section is visible. The 'Pay with a debit or credit card' option is highlighted with a red box. A red arrow points to the next screen.
- Step 2:** The 'Pay with a debit or credit card' screen. It shows fields for Country (United Kingdom), Card type (MasterCard/Eurocard), Card number, Expiry date, and CVC. Billing information is pre-filled with 'Alan Smith, GB Group Plc, 1 NOTTINGHAM, Nottinghamshire NG11 7EP, United Kingdom'. A red arrow points to the next screen.
- Step 3:** A detailed view of the 'Billing details' section. It shows fields for First Name (Demonstration), Last Name (Payment), Address Line 1 (1 GB Group), Address Line 2, Town/City (Nottingham), County (Nottinghamshire), Postcode (NG11 7EP), Country (United Kingdom), and Email Address (testverifier@outlook.com). A 'Change Details' button is at the bottom. A red arrow points to the next screen.
- Step 4:** The 'PayPal Checkout Information' screen. It shows the 'Confirm Payment Amount' as £56.80. A 'Confirm Payment' button is highlighted. Below this, a green box with the text 'Payment made successfully. Click here to continue.' and a 'Continue' button is shown.

What do I do if my application has been rejected back to me?

If errors/contradictions **are found**. The OnlineDisclosures countersignatory team will **reject** the application. This will allow you to clarify or amend the details in question.

My ID was verified at the Post Office

You will be sent an email detailing why the application has been rejected back to you and a link.



My ID was verified by my Organisation

The organisation must reject the application back to you.

You will be sent an email detailing why the application has been rejected back to you and a link.

*If you cannot see '**Amend Application**', please contact your organisation.



What Do I Do?

1. Click the link in the email and Sign In to OnlineDisclosures
2. Click '**Amend Application**'*
3. Make the required changes to the information you have entered
4. Submit the application again
5. The email will instruct you what to do after

Note: It is important to follow the instructions in the email.

If you do not contact us/return to the Post Office/contact your organisation as instructed, this can lead to delays in your application being processed

▶ Next

▶ Back to Contents

If you are still unsure about what to do, you can call or email us...



Helpdesk Telephone: 0845 251 5000

Opening Times: 8.30am to 5.30pm Monday to Friday

Email: onlinedisclosures@gbgplc.com

[Back to Contents](#)